

	8 Surveys received							
	<b>June, 2006</b>	Poor					Excellent	
		<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>N/A</b>
1	Prompt Service				1	3	4	
2	Willingness to help you					4	4	
3	Accuracy		1		1	2	4	
4	Knowledge				2	2	4	
5	Courtesy					3	5	
6	Individualized attention					3	4	1
	<b>Front Counter</b>							
7	Our telephones were answered promptly			1		4	3	
8	Our office hours are convenient		1		1	3	3	
	<b>Plan Exam</b>							
9	Phone calls were returned in timely manner				1	4	3	
10	Our forms are understandable					4	4	
11	Our correspondence is understandable					3	4	1
	<b>Inspection</b>							
12	Our Inspectors are accessible					4	4	
13	Our inspection hours are convenient					4	4	
	<b>TOTALS</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>6</b>	<b>43</b>	<b>50</b>	<b>2</b>
	<b>Percentage</b>	<b>0%</b>	<b>2%</b>	<b>1%</b>	<b>6%</b>	<b>41%</b>	<b>48%</b>	<b>2%</b>

## Department of Building Inspections Customer Survey Comments

### WHAT DID WE DO WELL?

Joy and Cindy are a pleasure to work with and are very knowledgeable!

Inspectors are courteous and explained their work

Good Job

Show up

Everything went perfect and the man was in and out in just a few minutes

### WHAT CAN WE DO BETTER?

First call after card received indicated the address was inaccurate

Nothing